

Boucher Announces New Jobs for Patrick County (August 1, 2006)

Statement of Congressman Rick Boucher

Results Global Services Insurance Jobs

August 1, 2006

Rich Creek Corporate Park

Patrick County, Virginia

We are here today to officially announce the creation of 65 new jobs that offer a unique employment and professional development opportunity for the citizens of Patrick County and the region. This announcement marks another significant success for my Showcasing Southwest Virginia Program in our effort to attract top-tier companies to the region and create new employment opportunities for area residents, and today I am pleased to welcome Results Global Services as Patrick County's newest corporate citizen.

Conversations between my office and Results actually began over two years ago, at which time I began discussions with Robert Rapp, President of Results, about the potential for the company to locate jobs in the Ninth District. Since that time, Becky Coleman, my Chief of Staff, has hosted numerous visits to Patrick and other counties for Results affiliated companies, including Results Global Services. Today, we celebrate the success of those efforts with the beginning number of 65 jobs to Patrick County's economy.

Results has Fortune 500 clients in the telecommunications, insurance and financial sectors such as JP Morgan Chase, General Electric, XM Satellite Radio and Aon and is rated among the top ten companies in the financial services sector of the teleservices industry. And of special interest, we were pleased to observe that Results prefers to operate small call centers in rural low cost areas of the nation. The company's needs and Southwest Virginia's assets are a perfect match.

In fact, we have previously opened two Results affiliated centers in the Ninth District. In August of 2005, we opened a new center in Pennington Gap in Lee County that currently employs more than 50 people and expects to grow to 225. And in March of this year, we officially opened a Results call center in Duffield in Scott County that has already hired nearly 100 employees and plans to grow to 145.

The Duffield center is owned and operated by Alec Brecker and Matt Charles, with whom we have worked closely during the past year to assist in identifying suitable localities in which to place additional facilities. We hosted Matt and Alec for a series of tours of communities throughout Southwest Virginia this spring and encouraged them to look closely at Patrick County.

Our efforts have been successful. Today we are announcing the addition of a third Results center to our growing

network of Results centers in the Ninth

District. This center, to be located here in the Rich Creek Corporate Park, offers an excellent professional employment opportunity for citizens throughout the region. The new employees to be hired will be trained as Licensed Insurance Agents in order to provide customer support services for a major healthcare insurance company dedicated to government-sponsored health plans such as Medicare, Medicaid, State Children's Health Insurance Programs and others. The company has recently signed a contract with Results to help support its network of more than 25,000 physicians and nearly 50,000 pharmacies, which serves three quarters of a million members in seven states. The Licensed Insurance Agents will handle existing customer inquiries as well as new customer enrollment calls coming in from around the nation.

In order to assist the employees in preparing for and passing the certification test required to become Licensed Insurance Agents, Results will provide 6 weeks of paid training. Results will also pay the cost for each qualified employee to take the certification test, as well as the cost of the state licensing fees for those who pass the test, for a total payment by Results of as much as \$5,000 per agent. The company is prepared to make this very significant investment in its employees, who will derive the professional benefit of becoming Licensed Insurance Agents at no cost to themselves.

Results is seeking individuals with strong computer skills and an associates or high school degree. For those employees who pass the test, the position of Licensed Insurance Agent will pay in excess of ten dollars per hour and will offer a benefits package which includes major health and dental insurance, as well as paid leave and 401K participation.

Clearly this is a unique and compelling employment opportunity. Hiring will commence immediately, with a job fair for agent and management positions to be held on August 2 and 3 at the Stuart Campus of Patrick Henry Community College. The first 40 employees will begin training on August 28. I urge job seekers in Patrick and Henry Counties and the surrounding region who are interested in applying for these positions to contact the Martinsville VEC office at 276 632-3023 or to attend the job fair here in Stuart which begins tomorrow.

As of today we have announced the creation of a total of 400 or more jobs in Lee, Scott and Patrick Counties through our work with the Results Companies. I look forward to our continued long term partnership as we site additional call centers in the Results Network in Southwest Virginia.

I want to recognize several key individuals and organizations that have played a key role in the success we are announcing today. First, the Patrick County Economic Development Authority Board and Chairman Glenn Roycroft have played an essential role in working with the company, and I congratulate them on their vision and commitment to creating jobs in Patrick County. Mike Burnette, Assistant County Administrator and Economic Development Director, has been indispensable in dealing with the many issues surrounding preparation of the shell building for occupancy by Results in early September. I want to express my deep appreciation to him for his untiring effort and hard work.

The Virginia Tobacco Indemnification and Revitalization Commission has once again provided substantial support for the creation of jobs in Southwest Virginia through a grant to be used in preparing the building for occupancy. I want to thank the Commission and recognize Patrick County Tobacco Commissioner Bernie Day, from whom we will hear more shortly.

Governor Tim Kaine and the Virginia Economic Development Partnership have been valuable partners in our effort to attract jobs to Southwest Virginia, and I want to thank Michael MacNeilley, Project Manager with the Virginia Economic Development Partnership, for his essential role with this project.

I particularly want to express my appreciation to Lea Loftly, Project Manager with Virginia Workforce Services, for her excellent work assisting the company in the hiring and training of the new employees for this center and others throughout the Results Network in Virginia, and to Joyce Snead, Barbara Redd and the staff of the Martinsville VEC Office for the excellent assistance they have provided to Results.

My Chief of Staff, Becky Coleman, directs my Showcasing Southwest Virginia program and has personally invested hundreds of hours bringing Results to various counties in the region to demonstrate what our region has to offer. She brought Results to Patrick County, and I want to thank her for her excellent work.

Finally, let me recognize and thank the key individuals whose confidence in our region has made this announcement possible: Alec Brecker, President of Results Global Services, and Matt Charles, Vice President of Operations. We appreciate your bringing these new jobs to Patrick County and to Southwest Virginia, and we pledge our full and ongoing support to assuring your success in our region.

I will now turn the podium over to Alec Brecker for a more in depth explanation of the jobs being offered. He will be followed by Bernie Day, and then by Regina Handy Patrick County Administrator.